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|  |  |  **ISSAQ Student Survey:** *Example Communications* |
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|  |  | **Overview** |

Communication plays a key role in promoting valid responses to the ISSAQ Student Survey (SS). As this is a low-stakes assessment, students’ perceptions of the survey are critical to not only encouraging participation, but ensuring responses are given with effort and honesty. As such, this document provides communications templates that can be used and adapted to support outreach to students.

Overall, there are several key guidelines DIA uses in shaping communications:

1. **Communicate the purpose of the survey**: Make sure students understand that this is a survey of their behaviors, mindsets, attitudes, and strategies, used in academic settings. This is not a survey of “readiness” and won’t be used to judge or evaluate them in any way.
2. **Explain how the survey will be used**: Explain to students that this survey is used to support them and students like them, both now and in the future.
3. **Assure confidentiality**: Students who know that access to their individual responses will not be shared and that only trained and pertinent individuals will have access to their data.
4. **Encourage honesty**: Students must understand the importance of their honest and valid responses. Students should understand there is no penalty, there are no “right or wrong” answers, and every question should be answered to the best of their abilities.
5. **Outline expectations**: Students should understand what to expect during the survey experience, including the types of questions asked and the length of time required to complete the survey.
6. **Express gratitude**: Thanking students conveys the collaborative nature of this effort and the need for their input.

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|  |  | **Example Open-Link Communication** |

*This communication can be used by instructors, advisors, administrators, and others to direct send an open-link to students to complete the survey. Note that, since this model relies on students to provide their information, it encourages students to have such information readily available.*

Dear {**Insert Student Name**},

Below is a link to complete the ISSAQ student survey. It is very important that you complete this survey at your earliest convenience so that we can better understand you and all new students at {**Insert Institution Name**}.

The ISSAQ survey is a critical component of our student success efforts. It helps us better understand the strengths and challenges students bring to {**Insert Institution Name**}, build better support programs, and improve the success of our students.

Here are a few things you can expect:

* Please make sure you have your institutional email address and student ID ready when you take the survey. You will be asked to provide this information at the end of the survey.
* You will receive the email from Resonant Education (**noreply@resonanteducation.com**). If the email doesn’t arrive in your inbox, check your spam/junk folder in case it’s been redirected there.
* The survey is relatively brief – about 80% of students complete it in 15 minutes or less.
* The survey will ask you a series of questions about your attitudes, strategies, and mindsets towards success in college. There are no right or wrong answers – just answer honestly and to the best of your ability.
* Your responses will be kept confidential and secure.

Thank you, in advance, for taking the time and effort to complete the survey once it arrives. If you have any questions, please contact {**Insert Contact Information**}.

Please click here to complete the ISSAQ Student Survey.

{**Insert Survey Link**}

Sincerely,

{**Insert Your Name**}

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|  |  | **Example Roster-Based Communication** |

*This communication can be used by instructors, advisors, administrators, and others to alert students to a pending survey invitation from Resonant Education. Note that this method generally employs institutional email addresses, so students are encouraged to access and navigate that email in order to find their invitation.*

Dear {**Insert Student Name**},

On {**Insert Invite Send Date**}, you will be receiving an invitation to complete the ISSAQ student survey. It is very important that you complete this survey at your earliest convenience so that we can better understand you and all new students at {**Insert Institution Name**}.

The ISSAQ survey is a critical component of our student success efforts. It helps us better understand the strengths and challenges students bring to {**Insert Institution Name**}, build better support programs, and improve the success of our students.

Here are a few things you can expect:

* You will receive the email from Resonant Education (**noreply@resonanteducation.com**). If the email doesn’t arrive in your inbox, check your spam/junk folder in case it’s been redirected there.
* The survey is relatively brief – about 80% of students complete it in 15 minutes or less.
* The survey will ask you a series of questions about your attitudes, strategies, and mindsets towards success in college. There are no right or wrong answers – just answer honestly and to the best of your ability.
* Your responses will be kept confidential and secure.

Thank you, in advance, for taking the time and effort to complete the survey once it arrives. If you have any questions, please contact {**Insert Contact Information**}.

Sincerely,

{**Insert Your Name**}

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|  |  | **Example Email to Administering Faculty** |

Dear {**Insert Faculty Name**},

On {**Insert Invite Send Date**}, we will be sending an invitation to {**Insert Target Population**} to complete the ISSAQ student survey. ISSAQ is a tool that assesses students’ noncognitive skills – the behavioral, motivational, emotional, and social aspects of student success that are outside traditional definitions of intelligence or academic preparation. These data will be vitally helpful to understanding the strengths and challenges our students face. If you’d like to learn more, you can view this [brief overview video](https://www.diahighered.com/overview) that describes the ISSAQ approach (https://www.diahighered.com/overview).

Students will receive email invitations directly from the ISSAQ platform, so you don’t need to do anything with regard to administration. All that we ask is that you help us spread the word and encourage FTIC students to participate. Here are a few ways you can do that:

* Make sure students have access to their institutional email address.
* In the days leading up to the survey, announce the upcoming survey release in your class. You can even let students know that they will be receiving an email from **noreply@resonanteducation.com** with the survey invitation.
* If you deem it appropriate, offer a small extra credit incentive for student participation. (If you’d like verification of student completion, let us know).
* If students have any questions about the survey, direct them to {**Insert Contact Information**}.

Thank you, in advance, for any support you can provide to this important effort. If you have any questions about the survey, you can contact {**Insert Contact Information**}.

Sincerely,

{**Insert Your Name**}